



### How to setup your NCID:

Before you can access the Sandbox or Production System, you must set up your NCID:

- 1 Click the URL to access the NCID system:  
<https://ncid.nc.gov/>
- 2 Log in with your Username and Temp Password.  
**Note: Do not enter your full email address, just your username**
- 3 You will then be prompted to set up Security Questions. Choose 5 security questions, enter your answers and click 'Save Answers'
- 4 Now, create a new password. Make sure to follow the password guidelines provided. **AFTER YOU HAVE SET UP YOUR PASSWORD, YOU WILL NEED TO WAIT 24 HOURS BEFORE ACCESSING CCTO.**
- 5 **WHEN 24 HOURS HAVE PASSED, you may log in to the CCTO Tool:**  
Sandbox: [https://dhhs-covid19-ccto-  
uat.crm9.dynamics.com/](https://dhhs-covid19-ccto-uat.crm9.dynamics.com/)  
Production: [https://dhhs-covid19-ccto-  
prod.crm9.dynamics.com/](https://dhhs-covid19-ccto-prod.crm9.dynamics.com/)  
**See this linked job aid for support logging in.**

Remember, if you have not completed the NCID setup, you will not be able to log in.

Thank you! We are excited for you to join our team.